**About SkilEx**

SkilEx is an online platform to get the best professionals to sort all your home needs. With the help of SkilEx App, you can book various household services at time and place of your own choice, we simplify your everyday living with a variety of at home-services like Electrical, Plumbing, house cleaning, maintenance, home repair, and several other great service options are given by the professionals who are qualified to do a job in an accurate way possible.

* Pan India Presence
* 1 Million+ Happy Customers
* 10,000+ top service provider network

FAQ’s **Frequently Asked Questions**

1. **Why SkilEx?**

* One stop solution for all your Home Service requirements.
* Top quality service which a local vendor will not provide.
* Efficient feedback and complaint redressal system.

1. **What are the Services you Provide?**

We provide all services related to maintenance of your home and upkeep of your premises so that you can focus on your business. Services include plumbing, electrical, carpentry, cleaning, pest control, painting, appliance repair and maintenance and more.

1. **Which Business you serve?**

Our clientsare spread across different industry verticals, housing societies and more. If still not sure, get in touch with us and we will take care of your requirements.

1. **How does it Work?**

Once you reach out to us, our SkilEx partner will meet you to get a clear understanding of your requirements. Our experts will visit your premises for an inspection to get a clear scope of work. Post this we will share the custom estimate with detailed scope of work and the requested service will be performed.

1. **What are the rates?**

Our rates depend on the scope of work after inspection and your actual requirements. There are no hidden costs and the rate card will be provided for each Service.

**Using the App**

**How to book your service through SkilEx APP?**

* Booking for a service is very easy and simple.
* Open the app.
* Enter your Phone number.
* Select the type of Service you required with Preferred date and time.
* The Service Person will be allocated, they will arrive at your premises and fix the issue. Our Service Person may call you before the visit.

**How do I download the App?**

Go to Google play Store , Search for SkilEx App and download . The App is free for download.

**Benefits of using the SkilEx App**

It’s very easy to Book the Service, just click the App, enter your Requirement with preferred date and time, sit back and relax. Our Expert SkilEx Partner will take care all your needs . We also provide offers from time to time. SkilEx App is the best way to take care of your home.

**How do I view my Orders, Offers and Bookings ?**

You should ensure that you have logged in to the SkilEx App. In Profile Settings you can view all your details including Order details, Offer Code, and Current Booking Status.

**Terms of use**

Virtual Automation Services Private Ltd ("SkilEx"), primarily operates, controls and manages the Services (as defined below) provided by it from its corporate office at 30/6, New Damunagar, Pappanaickenpalayam, Coimbatore-641037

**Acceptance of Terms**

PLEASE READ THE TERMS OF USE THOROUGHLY AND CAREFULLY. The terms and conditions set forth below ("Terms of Use") and the Privacy Policy (as defined below) constitute a legally-binding agreement between SkilEx and you. These Terms of Use contain provisions that define your limits, legal rights and obligations with respect to your use of and participation in (i)the SkilEx mobile application, all content and SkilEx services available through www.Skilex.in (collectively referred to herein as the "Application"), and (ii) the online transactions between those users of the mobile application who are offering services ("SkilEx Expert") and those users of the mobile Application who are obtaining services (“Customer") through the app. The Terms of Use described below incorporate the Privacy Policy and apply to all users of the app.

**The SkilEx App is owned and operated by Virtual Automation Services Pvt. Ltd.**

When you use any of the Services provided by us such as Electrical, Plumbing, Home cleaning Services, Carpentry etc., you will be subject to the rules, guidelines, policies, terms, and conditions applicable to such service, and they shall be deemed to be incorporated into this Terms of Use and shall be considered as part and parcel of these Terms of Use. As long as you comply with these Terms of Use, we grant you a personal, non-exclusive, non-transferable, limited privilege to enter and use our platforms. In the event of a conflict or inconsistency between any provision of the terms and conditions mentioned herein with those of the particular service, the provisions of the terms and conditions applicable to such specific Services shall prevail.

These Terms of Use set forth legally binding terms for your use of our App. By using, visit, accessing our platforms, you agree to be bound by this Terms of Use, whether you are a “Guest” (which means that you simply browse our App) or you are a “Verified Customer” (which means that you have registered with SkilEx as a user). If you do not accept the Terms of Use, you should leave SkilEx App and discontinue use of the Service immediately.

We may modify these Terms from time to time, and such modification shall be effective upon its posting on our platforms. You agree to be bound by any modification to this Agreement when you use our SkilEx App after any such modification is posted; it is therefore important that you review the Terms of Use regularly.

Minors or people below 18 years old are not allowed to use this SkilEx App.

**Registration Requirements**

You also agree to provide true, accurate, complete information about yourself while registering on our SkilEx App to avail the Services, you should promptly update and maintain your Registered date to be true and accurate.

If you provide any information that is untrue, inaccurate, incomplete, or we have reasonable grounds to suspect that such information is untrue, inaccurate, incomplete, we reserve the right to suspend or terminate your account and refuse any and all current or future use of our SkilEx App (or any portion thereof) at any time. SkilEx will not be liable for any act or omission arising from the inaccurate information provided by you to us.

You will be required to enter a valid phone number while registering on SkilEx App as a Verified Customer. By registering your phone number with us, you consent to be contacted by us via phone or SMS notifications, in case of anyservice updates. If we do so, you will be provided the option to "opt-out" of receiving future communications. In addition, if at any time you wish not to receive any future communications or you wish to have your name deleted from our mailing lists, please contact us as indicated below. If you are registered with the DND National registry you may not receive any promotional messages from us.

**User Information**

1. SkilEx business model provides you with location based SkilEx Experts. To facilitate this, you hereby authorize SkilEx to use the location based information provided by any of the telecommunication companies when you use the mobile phone to make a booking. The location based information will be used only to facilitate and improve services for you.
2. If you use the App, you agree that information about your use of the SkilEx App through your mobile device may be communicated to us, and we may obtain information about your mobile device, or your location. By accessing the SKILEX App using a mobile device, you represent that to the extent you import any of your SkilEx data to your mobile device that you have authority to share the transferred data with other access provider. In the event you change or deactivate your mobile account, you must promptly update your SkilEx account information to ensure that your messages are not sent to the person that acquires your old number and failure to do so is your responsibility. You acknowledge that you are responsible for all charges and necessary permissions related to accessing the SKILEX App through your mobile. Therefore, you should check with your provider to find out if our SKILEX App are available and the terms for these services for your specific mobile devices.
3. SkilEx reserves the right to collect user data including name, contact information and other details to facilitate the Services or use of its SKILEX App to avail Services.
4. Compilation of user accounts and user accounts bearing contact number and e-mail addresses are owned by SkilEx.
5. In the case where the system is unable to establish unique identity of the user against a valid mobile number or e-mail address, the account shall be indefinitely suspended. SkilEx reserves the full discretion to suspend a user's account in the above event and does not have the liability to share any account information whatsoever.
6. We may record your calls to our call centers or to Us.

**Termination or Suspension**

You agree that SkilEx may at any time terminate your access to the SkilEx restrict or suspend your access to all or any part the App at any time, for any or no reason, with or without prior notice, and without liability.

**Preservation/Disclosure**

You acknowledge, consent and agree that SkilEx may access, preserve and disclose your account information and content if required to do so by law or in a good faith belief that such access, preservation or disclosure is reasonably necessary to:

* enforce these Terms of Use.
* respond to your requests for customer service.
* protect the rights, property or personal safety of SkilEx, its users and the public.

**Security Components**

You understand that SkilEx App and software embodied within the SkilEx App may include security components that permit digital materials to be protected, and that use of these materials is subject to usage rules set by SkilEx and/or content providers who provide content to SkilEx.

**Usage of Services**

1. If the service required by you necessitates the entry of SkilEx Expert into your premises, you must ensure the active supervision of the SkilEx Expert. SkilEx will be unable to provide services in the absence of any supervisors appointed by you at the service address.
2. If you have any questions or complaints regarding the services rendered, you may revert to us within the time specified for the category of services availed. Depending on the category of service availed, SkilEx will provide you with the appropriate recourse to address your concerns.
3. All invoices and payments due to SkilEx must be cleared immediately upon completion of the task or on the submission of the invoice, whichever is earlier.
4. You are requested not to solicit the services of the SkilEx Expert. SkilEx will not be responsible for any acts, service quality of the SkilEx Expert if You have engaged the services of such SkilEx Expert without reference to SkilEx.

**What safeguards we have in place to protect your Personal Information?**

All payments on the mobile app are secured. This means all Personal Information you provide is transmitted using SSL (Secure Socket Layer) encryption. SSL is a proven coding system that lets your browser automatically encrypt, or scramble, data before you send it to us.

**Indemnification**

You hereby indemnify to the fullest extent SkilEx from and against any and/or all liabilities, costs, demands, causes of action, damages and expenses arising in any way related to your breach of any of the provisions of these terms.

**Force Majeure**

Without limiting the foregoing, under no circumstances shall SkilEx be held liable for any damage or loss due to deficiency in performance of the SkilEx Service resulting directly or indirectly from acts of nature, forces or causes beyond its reasonable control, including without limitation, Internet failures, computer equipment failures, telecommunication equipment failures, other equipment failures, electrical power failures.

**If you have any complaint or grievance to report, please write to the Grievance Officer at** [**info@skilEx.in**](mailto:info@skilEx.in)

**Cancellation Policy**

SkilEx will charge amount Rs 150 or Rs 250 as applicable as cancellation charges if customer cancels the scheduled visit after the SkilEx Expert is assigned.

To avoid cancellation charges, customers are requested to cancel before a SkilEx Expert is assigned or reschedule.

### **CANCELLATION POLICY:**

1. You can reschedule or cancel your service request via SkilEx mobile app.
2. If service request is cancelled before SkilEx Expert is assigned, the cancellation charges will not be applicable. If the service is cancelled after SkilEx Expert is assigned, Customer is liable to pay cancellation charges.
3. Due to any unforeseen circumstances or internal reasons, SkilEx reserves the right to cancel any order at any point of time, and will not be liable to anyone for the same.
4. If the SkilEx Expert cancels the visit, then customer is not liable to pay cancellation charges.

#### **REFUND POLICY**

All commissions payable to SkilEx by SkilEx Associates or SkilEx Experts on consummated transactions, i.e. exchange of services for consideration, are final and non-refundable.

1. Every service offered by us takes different course of action to get accomplished from start to end thus refund policy differs from one service to other.
2. There is always a certain set of resources that are involved in achieving every milestone of a campaign. Thus, a refund would not be entertained for the work already completed.
3. No refund is possible for the fee paid in the form of installation charges.
4. Taxes paid on services levied by regulatory bodies would not be refunded with fee refund.
5. No refund will be entertained in case service gets cancelled due to any violation of terms stated in our Terms & Condition section.
6. SkilEx is not liable to pay refund if delay or service disruption happens due to third party involvement.

# **Privacy Policy for SkilEx**

At www.skilex.in, accessible from http://www.skilex.in, one of our main priorities is the privacy of our visitors. This Privacy Policy document contains types of information that is collected and recorded by www.skilex.in and how we use it.

If you have additional questions or require more information about our Privacy Policy, do not hesitate to contact us through email at info@skilex.in

## Log Files

SkilEx follows a standard procedure of using log files. These files log visitors when they visit website/Mobile App. All hosting companies do this and a part of hosting services' analytics. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analyzing trends, administering the site, tracking users' movement on the Mobile App/Website, and gathering demographic information.

## Privacy Policies

You may consult this list to find the Privacy Policy for each of the advertising partners of www.skilex.in.

Third-party ad servers or ad networks uses technologies like cookies, JavaScript, or Web Beacons that are used in their respective advertisements and links that appear on www.skilex.in, which are sent directly to users' browser. They automatically receive your IP address when this occurs. These technologies are used to measure the effectiveness of their advertising campaigns and/or to personalize the advertising content that you see on websites that you visit.

Note that www.skilex.in has no access to or control over these cookies that are used by third-party advertisers.

## Third Party Privacy Policies

SkilEx Privacy Policy does not apply to other advertisers or websites. Thus, we are advising you to consult the respective Privacy Policies of these third-party ad servers for more detailed information. It may include their practices and instructions about how to opt-out of certain options.

You can choose to disable cookies through your individual browser options. To know more detailed information about cookie management with specific web browsers, it can be found at the browsers' respective websites. What Are Cookies?

## Children's Information

Another part of our priority is adding protection for children while using the internet. We encourage parents and guardians to observe, participate in, and/or monitor and guide their online activity.

SkilEx does not knowingly collect any Personal Identifiable Information from children under the age of 13. If you think that your child provided this kind of information on our website or Mobile App, we strongly encourage you to contact us immediately and we will do our best efforts to promptly remove such information from our records.

## Online Privacy Policy Only

This Privacy Policy applies only to our online activities and is valid for visitors to our Mobile App or Website with regards to the information that they shared and/or collect in www.skilex.in. This policy is not applicable to any information collected offline or via channels other than this Website or Mobile App.

## Consent

By using our Mobile App, you hereby consent to our Privacy Policy and agree to its Terms and Conditions.